

City and County of San Francisco

Committee on Information Technology

Regular Meeting

February 16, 2023

Agenda

1. Call to Order by Chair
2. Roll Call
3. General Public Comment
4. Approval of Consent Agenda (Action Item)
 1. Resolution Making Findings to Allow Teleconferenced Meetings under California Government Code Section 54953(e)
 2. Approval of Meeting Minutes from January 19, 2023
5. Surveillance Technology Policy - Airport - RFID-Toll Readers - Electronic Toll Readers (Action Item)
6. Surveillance Technology Policy - Animal Care & Control - Security Cameras - Security Cameras with CCTV software (Action Item)
7. City Disaster Preparedness, Response, Recovery, and Resilience (DPR3) Policy: Citywide Technology Resilience Standard (Action Item)
8. Review and Approve the 5-Year ICT Plan for FY 2024-28 (Action Item)
9. Review FY 2023-24 & FY 2024-25 COIT Application Submissions
10. Chair Update
11. CIO Update
12. Adjournment

Item Number 3

General Public Comment

Item Number 4

Approval of the Consent Agenda

Action Item

Item Number 5

Surveillance Technology Policy - Airport - RFID-Toll
Readers - Electronic Toll Readers

Action Item



City and County of San Francisco

San Francisco International Airport

Electronic Toll Readers (ETR) Technology

February 16, 2023

Eugene Chang & Guy Clarke

Technology Description - ETR

FasTrak Electronic Toll Readers support the Airport's mission and provide important operational value in the following ways:

- SFO is committed to efficiently delivering world class customer service while maximizing revenue opportunities.
 - Use of FasTrak toll readers provides the ability to accept an alternate payment method that efficiently processes parking fees.
 - NOTE: Use of FasTrak to pay for parking at the Airport is not required. It is the parking customer's decision to sign-up for and use the FasTrak technology as a payment option.
- Parking efficiency minimizes traffic on SFO's roadways.
 - More efficient payment systems for customers reduce traffic congestion and bottlenecks, decreasing the likelihood of collisions and improving customer safety.
- Provides a uniform methodology for SFO parking fee collection and more effectively quantifies parking demand, which supports future SFO planning.

Authorized Use Cases

Airport Specific Use Cases include:

- 1. Process Parking Transactions.*
- 2. Investigation of Parking Transaction Disputes.*

Data Lifecycle: Data Collected

Data captured is classified as Level 2, Internal Use and Level 3, Sensitive

This data includes:

- Transaction details (time and date stamp, location, parking charge)
- Toll Tag Number
- All data will be retained for:
 - Regulation of the Parking Program
 - Enforcement of Parking Rules & Regulations
 - Ensuring accurate fees are collected for Parking at the Airport.
 - Parking Planning purposes
- FasTrak data is retained for 4.5 years, as required by the Bay Area Toll Authority (BATA) and discarded/deleted afterwards.

Data Lifecycle: Data Access

1. Prior to accessing or using data, authorized individuals receive training in system access and operation, and instruction regarding authorized and prohibited uses.
2. For investigative purposes, Department access to data is restricted to specific and trained personnel. Location data that is used for prosecution or investigation purposes could be retained beyond the stipulated retention period(s).
3. For litigation purposes, the City Attorney's Office has been provided data upon request.
4. Personnel with access belong to the following groups:
 - SFO Parking Administration
 - SFO Law Enforcement Partners

Data Lifecycle: Data Security

1. Departments shall, at minimum, apply the following safeguards to protect surveillance technology information from unauthorized access, control, and misuse by using the following:
 - Password protected systems
 - Encrypted Storage
 - Physical Safeguards
 - Audits
2. Data is reviewed for Personally Identifiable Information (PII) and is converted to a non-identifiable format and aggregated.
3. Access to systems utilizing wireless networks are required to be equipped with WPA2 security.
4. Written authorization from the Department is required prior to release of data.

Other Pertinent Information: ETR Technology – How It Works

- FasTrak transponders in the vehicle are activated by toll readers in designated FasTrak lanes. Individual account information is stored in the transponders. The toll readers identify the individual transponders and validate active accounts.
- During operational hours, the toll reader collects the transponder tag number, as well as the time, date, and location of tag. Customers can avoid having their transponder tag number collected by placing the transponder tag in the mylar bag in which the tag was first obtained by the customer.
- Upon exit, the parking fee amount is calculated and billed to the Bay Area Toll Authority (BATA) who in turn charges the FasTrak customer. Transponders are only read in designated FasTrak entry and exit lanes which are marked by signage at the parking facilities.
- The transponder information is transferred from the toll reader to the toll reader provider's central database.
- The electronic system records each parking transaction, including the time, data, location, and parking charge of each vehicle.

Other Pertinent Information: ETR

Technology includes:

- All service provider systems are service-provider-owned.
- Service providers are required to provide data to SFO in real-time.
- The Airport's on-premise systems are comprised of private cloud and on-premise hardware that ingest and store the data and process analytic reports.

PSAB Meeting Dates

PSAB Meetings:

- 1/27/2023 – Initial Presentation
- PSAB recommends approval to COIT - 1/27/2023



City and County of San Francisco

Thank You

Item Number 6

Surveillance Technology Policy - Animal Care & Control -
Security Cameras - Security Cameras with CCTV software

Action Item



City and County of San Francisco

San Francisco Animal Care & Control

Security Cameras with Closed Circuit Monitoring

February 16, 2023



Technology Description

The cameras are motion activated and record events. A few cameras in critical operational areas record full frame video.

There are two locations (with highly visible posted signage) that also record audio (intake lobby, public hearing room) because of the potential, and demonstrated, emotional volatility of interactions in these locations.



Authorized Use Cases

1. Live video monitoring feeds
2. Recording of videos and images
3. Reviewing camera footage in the event of an incident, both in real time and later for debriefing
4. Providing footage or images to law enforcement or other authorized persons following an incident (*through existing RED process*)
5. To monitor building performance

Changes to Current Process

- SFACC only has access to live footage at this time
- Proposal is to allow *select* SFACC users to access recorded footage for review
- All select user accounts that may view recorded data are password protected, stored in restricted areas, and require specific proprietary software set up by Media Services
- Requests for copying, editing, or exporting data remains the same under approved RED Surveillance Policy

Data Lifecycle - Collection

Type of Data Collected

- Live footage
- Recorded footage
- Recorded audio in two specific areas of building
 - Intake Lobby, Public Hearing Room



Data Lifecycle - Access

- All SFACC employees have incidental access to live footage for safety & security monitoring
- Select (7) employees will have access to recorded footage for review
 - Director, Deputy Director, Operations Manager, Principal Administrative Analyst, Field Services Captain, Field Services Lieutenants
- Any requesters for viewing recorded video outside of the select users will submit the *SFACC Surveillance Request & Audit* form to begin the process. These forms will be saved in electronic copy for any later reference once completed.

Data Lifecycle – Access (con't)

- RED remains the custodian of record for all data and has an approved Surveillance Technology Policy which governs the export and release of video.
- Exporting, copying, and editing access restricted to RED Media Services and provided to SFACC via secure Sharepoint link when request approved.
- Footage may be provided to law enforcement following an incident or upon request

Data Lifecycle – Retention & Disposal

- RED follows standard retention protocols for non-exported content
- Exported content is typically reviewed by SFACC requestor and link is deleted
- Any archived footage in local storage from a previous request is disposed of within 4 months unless needed for an open criminal investigation with SFPD or SFACC for animal-related offenses.



Other Pertinent Information

- **Public Notification:** Public notice of surveillance equipment is posted at all public entrances. Additional signage will be added to the south side of the building.
- **Building Safety:** SFACC does not have on-site security so access to live and recorded footage helps staff assess situations for level of threat and need for possible law enforcement.
- **Rapid Response:** SFACC operates 7 days a week, 18 hours a day. As RED approvers are only available during the traditional work week, immediate review of recorded footage under existing policy is not possible.

PSAB Meeting Dates

- Reviewed at PSAB Meeting on 1/27/23.
- PSAB recommends approval.

Questions



Item Number 7

City Disaster Preparedness, Response, Recovery, and Resilience
(DPR3) Policy: Citywide Technology Resilience Standard

Action Item



COIT Technology Resilience Standard

02/16/2023

Agenda

- Purpose of COIT IT Focused DPR3 Policy
- Why the city requires COIT Technology Resilience Standard
- COIT Technology Resilience Standard Requirements
- Implementation Requirements and Support

Purpose of IT-Focused DPR3 Policy

Natural or Human-caused disasters are unpredictable and often come without warning. In order to be IT resilient and minimize the impact of disasters, we should

- Be prepared
- Have plans for response and recovery
- Exercise/ Test plans on a regular basis

COIT first adopted the DPR3 Policy in 2016. The Policy requires all City departments to develop, test, and maintain departmental IT-focused Continuity of Operations Plan (IT COOP), also called a Technology Disaster Recovery Plan (DRP) for all critical IT systems/applications.



Why the City requires Technology Resilience Standard

The current COIT DPR3 Policy only mentions the need for IT COOP/DRP but does not provide clear guidelines for the following:

- System scope
- Resilience Strategy
- Implementation requirements

Technology Resilience Standard Requirements

Developed achievable Technology Resilience Standards to ensure the delivery of public services during, and after, a disaster.

- Clarifies systems scope
- Provides guidance on conducting BIA
- Provides Resilience Strategy matrix
- Specifies test guidelines
- Specifies Implementation requirements

City Systems Requiring Resilience Planning

The resilience standard applies to the following types of technology:

- **On-Prem IT Infrastructure** - Software systems, databases, and hardware infrastructure deployed and housed from within a city facility. Department staff administers and maintains the Department's IT platforms and infrastructure. Only authorized staff within the department can access the software and data which system access is local to the department's local area network.
- **Hybrid Cloud IT Infrastructure** - Hybrid cloud refers to a mixed computing, storage, and software service environment comprising on-premises infrastructure, private cloud service, or a public cloud. A hybrid Cloud is a combination of public and private clouds, usually orchestrating a single IT solution between both.
- **Cloud IT Infrastructure and SaaS** - Cloud computing delivers IT infrastructure and business application services through the Internet. These resources include data storage, servers, databases, networking, and software.
- **Technology Infrastructure** - The components of Technology Infrastructure are made up of interdependent elements, such as network components, servers, operating systems, and appliances.
- **Operational Technology (OT)** - Hardware or software that detects or causes a change through the direct monitoring and control of industrial equipment, assets, processes, and events. OT is common in Industrial Control Systems (ICS) such as a Supervisory control and data acquisition (SCADA) system or building management system.

Technology Resilience Standard Implementation

Requirements

- Department must inventory their systems within three months and conduct a BIA within six months after this standard's publication date and annually after that
- Department must develop a Resilience implementation plan for Tier 1 and Tier 2 systems within 12 months of this standard's publication date
- Department must implement and test Resilience for Tier 1 systems within 12 months and Tier 2 systems within 15 months after this standards publication date and annually after that
- Departments should consider implementing Resilience for Tier 3 systems within 24 months after this standard's publication date and bi-annually after that

Support

- Templates available – Business Impact Analysis and COOP
- Completed BIA for 16 Departments 57 Tier 1 and 2 Applications hosted in City Cloud Platform
- Rollout of the IT Risk and Resilience Platform - automate the step-by-step process of completing the BIA and IT COOP
- Support for departments – Workshop, training and Office Hours



Item Number 8

Review and Approve the 5-Year ICT Plan for FY
2024-28

Action Item

ICT Calendar

October '22

- Central agencies proposed revisions to vision/goals [✓]
- Depts shared future major initiatives and past project performance [✓]

November '22

- COIT BP reviewed potential goal revisions and draft budget application for forecasting need [✓]
- Review potential goal revisions with COIT for feedback [✓]
- Begin writing plan with contributors, specifically fleshing out goals and aligning project performance content [✓]

December '22

- Engage central agencies on revising funding recommendations [✓]
- Launch budget application [✓]

January '23

- Continue ICT Plan writing, adding Financial Forecasts (MBO/CON) information [✓]
- ICT plan outline presented for COIT feedback [✓]
- Receive budget submissions & forecast cost of citywide IT needs [✓]

February '23

- COIT BP review draft ICT plan [✓]
- Final draft submitted to COIT for approval

Next Steps

- Incorporate “Message from the City Administrator”
- Incorporate a few final project edits, most substantial of which is adding 4 active PUC projects into forecast
 - Customer Service Bureau (CSB) Support Technology
 - Cyber Security
 - Data Maturity Initiative
 - Develop SFPUC Human Resources Services (HRS) & ServiceNow system
- Introduce Resolution to the Board of Supervisors by March 1st

Corrections to Five-Year Financial Forecast

From FY 2023-24 through FY 2027-28, City departments anticipate implementing 83 projects for a total of projected cost of \$244.0 million.

Figure 1: Five-Year Forecast of Technology Projects

	FY 23-24	FY 24-25	FY 25-26	FY 26-27	FY 27-28
Number of Projects	79 <u>83</u>	39 <u>41</u>	40 <u>12</u>	6	5
Projected Cost	110.6 <u>114.0</u>	85.3 <u>91.2</u>	22.1 <u>28.0</u>	7.2	3.5
General Fund Request	42.2 <u>42.7</u>	34.8	21.4	7.2	3.5

Forecast of Technology by Theme

Figure 4: Forecast of Technology Projects by Theme

	Number of Projects	5-Year Projected Cost
Business Specific	19	15.1
Customer & Case Management	17 18	10.4 24.6
Digitization & Document/Records Management	7	10.2
Infrastructure: Network & Data Centers	9	6.2
Major IT Project	5	163.3
<u>Residential Digital Services</u>	<u>6</u>	<u>3.7</u>
Resource Management	3 4	4.5 4.8
Risk Management: Cybersecurity & Business Continuity	9 10	6.5 6.9
Staff Collaborative Tools: Data Analysis/Data Sharing	4 5	8.8 9.1

Note: Cost figures are in \$ millions.

Forecast of Annual Project Allocation

Figure 5: Forecast of Annual Project Allocation

	FY 23-24	FY 24-25	FY 25-26	FY 26-27	FY 27-28
Number of General Fund Requests	<u>51</u> 54	<u>28</u> 30	<u>6</u> 8	<u>4</u> 6	<u>4</u> 5
General Fund Request Amount	<u>25.0</u> 42.2	<u>13.5</u> 30.9	<u>3.0</u> 17.5	<u>2.5</u> 7.2	<u>2.5</u> 3.5
Annual Allocation	15.8	26.2	22.7	31.2	36.3
Difference	<u>(9.2)</u> 26.4	<u>(12.7)</u> 4.7	<u>19.7</u> 5.2	<u>28.7</u> 24.0	<u>33.8</u> 32.8

Note: All figures are in \$ millions.

Forecast by ICT Strategic Goal

	No. of Projects	5 Year Projected Cost (\$, millions)	5 Year General Fund Request (\$, millions)
Goal 1: Online & Accessible City Services	15	9.7	3.7
Goal 2: Integrated City Operations that are Efficient	49	173.1	46.7
Goal 3: IT Infrastructure You Can Trust	19	61.2	59.1

Questions

Item Number 9

Review FY2023-24 & FY 2024-25 COIT Application Submissions

Discussion

COIT Submitted Requests

83 projects submitted; 55 requesting GF support

	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
Total Cost (High)	114.0	91.2	28.0	7.2	3.5
Total GF Requested	42.7	34.8	21.4	7.2	3.5

All figures in \$ millions

COIT Allocations Forecast

	FY 2023-24	FY 2024-25	FY 2025-26
Annual Allocation	15.8	26.2	22.7
Major IT Allocation	22.6	16.1	23.9
Total	38.4	42.3	46.6

All figures in \$ millions

Note: COIT allocated \$28.4m of the \$38.4m allocation forecasted in FY2023-24 to active projects during the FY2022-24 budget cycle.

FY 2022-23 COIT Funded Projects

DEPT	PROJECT	FY 2022-23 (\$)	FY 2023-24 (\$)
ASR/TTX	Property Assessment & Tax Systems Replacement	1,786,958	0
DEM	Citywide Radio Replacement Project	3,853,872	3,858,872
DEM	Computer Aided Dispatch (CAD) Scoping & Implementation	11,700,000	17,500,000
DEM	Data Center Certification Study	219,000	0
TIS	City VoIP Modernization and Cloud	1,533,000	1,283,400

All figures in \$ millions

FY 2022-23 COIT Funded Projects (cont)

DEPT	PROJECT	FY 2022-23 (\$)	FY 2023-24 (\$)
ADM	Digital Accessibility & Inclusion Project	973,167	973,593
CON	SF Budget, Performance Measurement, Projections, and Reporting	577,085	-
DHR	Hiring Modernization Project	500,000	-
TIS	JUSTIS Program	1,002,000	1,090,400
TIS	Increase City Data Center Resiliency	950,000	800,000
TIS	Cloud Center of Excellence	1,314,000	1,014,000

All figures in \$ millions

FY 2022-23 COIT Funded Projects (cont)

DEPT	PROJECT	FY 2022-23 (\$)	FY 2023-24 (\$)
FIR	Migration of in-house HRMS to Updated Platform	380,000	
HRD	HR Modernization: Electronic Onboarding and e-Personnel Files	474,000	
HRD	HR Modernization: Digital Exam Module	767,000	
POL	HRMS Replacement	555,000	200,000
POL	SalesForce - Recruitment Tool	480,000	200,000
SHF	New Jail Management System	1,280,045	1,554,582

All figures in \$ millions

Project Themes for GF Requests

THEME	PROJECT COUNT	YEAR 1 GF ASKS	YEAR 2 GF ASKS
Business Specific	11	4.8	1.4
Customer & Case Management	11	3.9	2.6
Risk Management: Cybersecurity & Business Continuity	8	2.5	1.0
Infrastructure: Network & Data Centers	8	3.1	1.6
Major IT Project	4	17.8	21.3
Digitization & Document /Records Mgmt	4	5.9	3.4
Residential Digital Services	4	1.1	0.6
Staff Collaborative Tools - Data Analysis / Data Sharing	3	2.5	2.2
Resource Management	2	1.2	0.8
TOTAL	55	42.7	34.8

All asks in \$ millions

Submitting Departments

24 out of 52 City Departments submitted projects

<ul style="list-style-type: none">• Airport• Asian Art Museum• Assessor-Recorder• Board of Supervisors• Child Support Services• City Administrator• Controller• District Attorney	<ul style="list-style-type: none">• Emergency Management• Fine Arts Museums• Fire Department• Human Resources• Human Services Agency• Juvenile Probation• Mayor• Police• Police Accountability	<ul style="list-style-type: none">• Public Utilities Commission• Public Health• Recreation and Parks• Rent Arbitration Board• Sheriff• Sheriff's Department of Accountability• Technology
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Major IT Allocation Projection

	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
GF Requests (\$)	17.8	21.3	18.4	4.7	1.0
Major IT Allocation	22.6	16.1	23.9	20.0	20.0
Difference	4.8	(5.2)	5.5	15.3	19.0

All figures in \$ millions

Annual Allocation Projection

	FY 2023-24	FY 2024-25	FY 2025-26	FY 2026-27	FY 2027-28
Number of GF Requests	51	28	6	4	4
GF Request (\$)	25.0	13.5	3.0	2.5	2.5
Annual Allocation	15.8	26.2	22.7	31.2	36.3
Difference	(9.2)	(12.7)	19.7	28.7	33.8

All figures in \$ millions

Budget Schedule

Budget & Performance Sub-Committee

COIT

March 3
(10am-12pm)

Enterprise
Depts &
Self-
Supported
Projects

March 17th
Expanded Hours
(9am-12pm)

COIT
Allocation
Requests

March 31st
Expanded Hours
(9am-12pm)

COIT
Allocation
Requests

April 7th
Expanded Hours
(9am-12pm)

Draft
Funding
Recs

April 20th
(10am-12pm)

Final
Funding
Recs

Evaluation Criteria

- Problem Definition (User research, Alternatives)
- Strategic Alignment and Benefits (Strategic Priority, Impact)
- Development Plan and Change Management (Role of Business Prototyping)
- Architecture Review
- Department Capacity (Staffing, Project History)

Next Steps

- COIT staff to review project applications for completeness
- Engage central IT agencies to identify projects to prioritize for further review by Budget and Performance
- Begin inviting Departments to present to Budget & Performance subcommittee

Questions

Item Number 10

Chair Update

Item Number 11

CIO Update



Department of Technology

Committee on Information Technology

February 16, 2023

49 SVN Permit Center

Good
Government
Awards



49 SVN Permit Center

Fast facts:

- 16 Floors and 11 Departments with Next Gen Network 2.0
- 34 network switches & 4,000+ ports for device connectivity
- 300 Wireless access points mounted across 16 floors
- #CCSF_Guest and secured Wi-Fi for departments available
- Dual redundant fiber connectivity
- 1,950 Voice over IP (VoIP) phone lines enabled
- City's first Fax Over IP (FoIP) solution in-use
- Increasing departmental adoption of Jabber soft phone
- Follow-me printing in the Permit Center
- 95 conference rooms with TEEMS reservation system
- Newly built Contact Center solution in-use by DBI
- Building management systems connected thru the City's network



Good Government Awards

Umesh Gupta of the DT Project Management Office was nominated in the Department of Public Work's SPUR application which also included other City Administrator staff.

Careful planning and consistent collaboration were essential to making the one stop permit center work, and this commitment to our work is a big reason we are able to bring positive change and support our business partners in the City and County of San Francisco.

The 49 SVN Permit Center has dramatically improved the customer experience for individuals or businesses seeking permits to comply with San Francisco laws and regulations. **Wait times have been reduced by 41% overall even as the volume of customers has increased by 30%** compared to pre-pandemic levels.

Fiber to Housing

Good
Government
Awards



Fiber to Housing

Fast facts:

- A collaboration between the City and County of San Francisco's Department of Technology and the Mayor's Office of Housing and Community Development.
- Fiber to Housing works to reduce the digital divide by bringing free high-speed Internet to residents in affordable housing.
- FTH's work was recently recognized in SPUR's Good Government Awards.



Good Government Awards

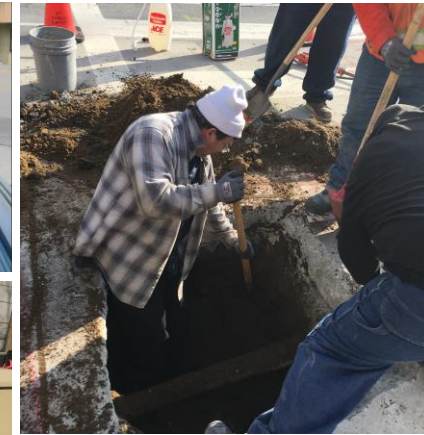
In 2022, several sites were brought online, giving residents and families in over 500 units access to free, high speed internet. This figure includes over 200 children and young adults!

Because of effective planning and streamlined processes, the Fiber to Housing program expects to bring another 5,700 units online across 54 different properties. The work of the Fiber to Housing program is a key reason why San Francisco was recognized as a Digital Inclusion Trailblazer last year.

Fiber to Housing Program

Bridging the Digital Divide with High-Speed Internet

- A partnership between
 - Mayor's Office of Housing and Community Development's Digital Equity Program
 - Dept of Technology's Public Safety Division
- Currently provides free high-speed Internet to 9,000+ housing units & shelter beds among 75 affordable housing complexes and navigation centers
- All work to design and build done in-house by DT
 - Municipal Fiber Optics Team
 - Municipal Radio Engineers
 - Municipal Dedicated Support Staff
 - Municipal Telecommunications Technicians

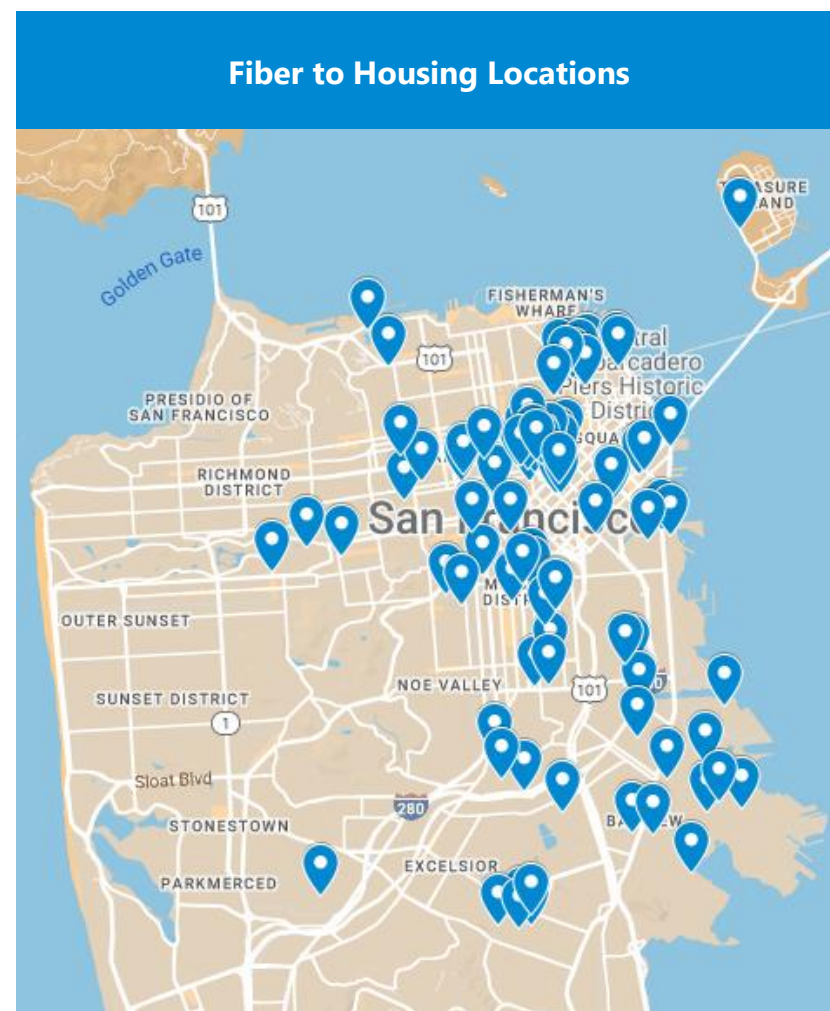


Fiber to Housing Program

Bridging the Digital Divide with High-Speed Internet

Locations Served

- Some of the 75 housing sites served
 - Ping Yuen North
 - Sunnydale
 - Potrero Hill Terrace
 - Maceo May (Treasure Island)
 - Dr. Davis Senior Housing
 - Eddy-Taylor Apartments
 - Robert B. Pitts Apartments
 - Holly Courts Apartments
 - Hunters Point East & West
 - Westbrook Apartments
 - Potrero Block X
 - Casala Apartments
 - Rosa Parks Apartments
 - Willie B Kennedy Apartments
 - Abigail Hotel
 - Sala Burton Manor
 - Casa Adelante
 - Casa de la Misión
 - Alemany Housing
 - Bernal Dwellings
 - Chinatown SROs



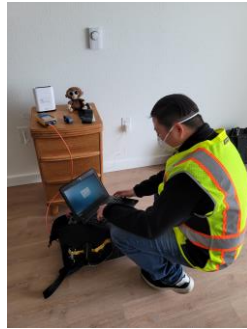
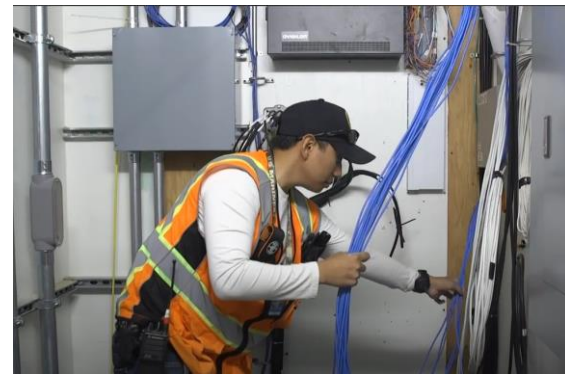
Fiber to Housing Program

Bridging the Digital Divide with High-Speed Internet

Supporting the Service

DT provides support for the network & service

- Over 25,000 miles of fiber network interconnecting City facilities and the 75 affordable housing sites
- 55 Microwave Links
- 600 Network Switches
- 1,050 Wi-Fi Access Points
- 1,500 City-Provided Home Routers



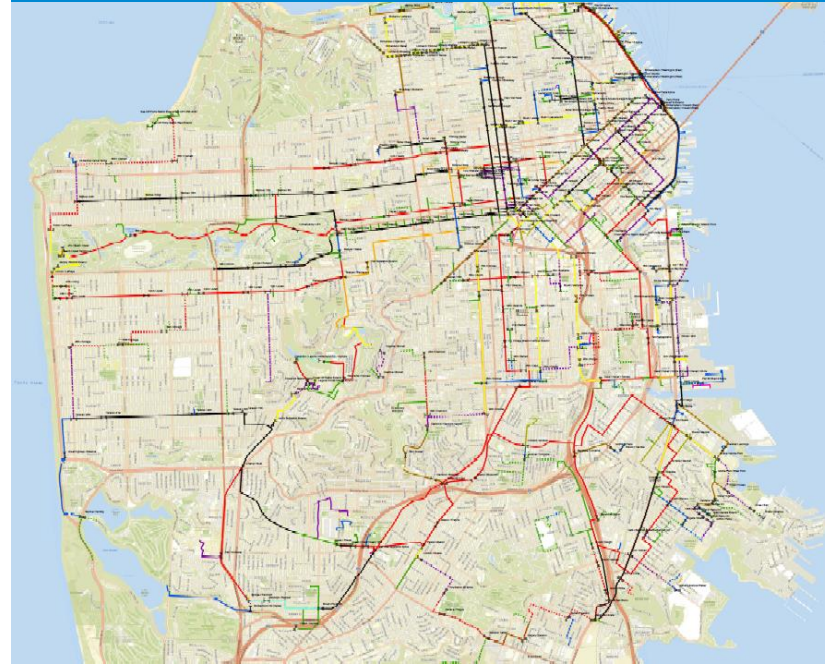
Fiber to Housing Program

Bridging the Digital Divide with High-Speed Internet

What's Next?

- Continue the roll-out of free Internet service to newly constructed, renovated, and existing affordable housing with a goal connecting 50 additional sites annually
- Meet support service levels with rapid response and continued operational excellence
- Partner with the Digital Equity team to help residents get the most out of their City-provided internet service

Fiber Optics Map





City and County of San Francisco
Office of the District Attorney

DA Brooke Jenkins

eProsecutor



Feb. 10, 2023

Agenda

- ▶ Introduction to eProsecutor
- ▶ Roll-out
- ▶ eDiscovery
- ▶ CSI



INTRO TO ePROSECUTOR

eProsecutor is a semi-customized case management solution designed and built to meet the specific business requirements of the SFDA's Office for the management of cases.

Main goal and objectives:

- ❑ **Centralization of Records**
- ❑ **Improved Reporting**
- ❑ **Less Paper Dependent**
- ❑ **Scalable Solution**

ROLL-OUT!!!

❑ Go-live!

- ❑ Bug Fixes - worked to resolved over “1000” items
- ❑ Enhancements - identifying future enhancements

❑ Recent Modules Released

- ❑ Alternative Courts/Collaborative Courts
- ❑ eDiscovery

eDiscovery

SFDA needed a solution to share discovery with defense that met the current needs of the Department while working under COVID restrictions.

- ❑ **Auditable Process**
- ❑ **DOJ Regulatory Requirements**
- ❑ **Multi-Factor Authentication**

CSI: Continual Service Improvements

- ❑ **Enhancements** - to address business changes, regulatory changes, JUSTIS partner system changes.
- ❑ **eMedia Discovery** - centralized solution to be able to provide discovery of media files to defense counsel.
- ❑ **eSubpoena** - streamlined process to provide subpoenaed personal real-time court information.
- ❑ **eShare Portal** - the ability for our JUSTIS partners to be able to share information with SFDA electronically.

THANK YOU!!

- ▶ SFDA IT Support Services Team
- ▶ SFDA Leadership Team
- ▶ Journal Technologies, Inc
- ▶ DT - Office of Cybersecurity - IAM Team



THANK YOU!

Questions & Comments



SAN FRANCISCO
DEPARTMENT OF
TECHNOLOGY

Adjournment